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Application Number	09/785,048
Filing Date	February 15, 2001
First Named Inventor	Mark J. Pettay
Group Art Unit	2641
Examiner Name	N/A
Attorney Docket Number	259/298

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Sheet	1	of	2
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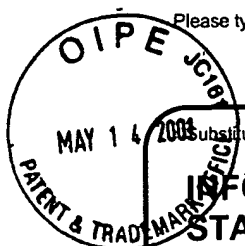
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Attorney Docket Number	259/298

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OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS

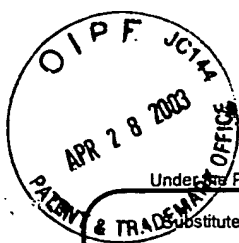
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	AA	WITNESS SYSTEMS, INC., online product brochure entitled "Your Focal Point for Measuring and Predicting Contact Center Performance," copyright date 2000	
	AB	WITNESS SYSTEMS, INC., webpage entitled "eQuality Balance Voice and Data Recording," copyright date 2001.	
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Complete if Known

Application Number	09/785,048
Filing Date	February 15, 2001
First Named Inventor	Mark J. Pettay
Art Unit	2641
Examiner Name	Not Known
Attorney Docket Number	PAT-008

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
	AR	US- 6,094,476	07-25-2000	Peter Hunt, et al.	
	AS	US- 6,049,602	04-11-2000	Mark Jeffrey Foladare, et al.	
	AT	US- 6,119,084	09-12-2000	Tracy Roberts, et al	
	AU	US- 6,266,640 B1	07-24-2001	Laurence J. Fromm	
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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

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Complete if Known

Application Number	09/785,048
Filing Date	February 15, 2001
First Named Inventor	Mark J. Pettay
Art Unit	2641
Examiner Name	Not Known
Attorney Docket Number	PAT-008

Sheet 1

of 2

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
	AV	US- 3,752,904 A	08-14-1973	Waterbury, Nelson J.	
	AW	US- 4,752,676 A	06-21-1988	Leonard, Eugene et al.	
	AX	US- 4,993,068 A	02-12-1991	Piosenka, Gerald V. et al	
	AY	US- 5,153,918 A	10-06-1992	Tuai, Gregory	
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	BA	US- 5,513,250 A	04-30-1996	McAllister, Alex	
	BB	US- 5,581,630 A	12-03-1996	Bonneau, Jr., Walter C.	
	BC	US- 5,638,430 A	06-10-1997	Hogan, Steven J. et al.	
	BD	US- 5,862,325 A	01-19-1999	Reed, Drummond Shattuck, et al.	
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	BF	US- 5,903,225 A	05-11-1999	Schmitt, John C. et al.	
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	BH	US- 5,987,155 A	11-16-1999	Dunn, Christopher S. et al.	
	BI	US- 6,011,858 A	01-04-2000	Stock, Michael J. et al.	
	BJ	US- RE36,580 E	01-22-2000	Bogosian, Jr., Charles A.	
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	BL	US- 6,084,967 A	07-04-2000	Kennedy, Paul Roy	
	BM	US- 6,091,835 A	07-18-2000	Smithies, Christopher P.K. et al	
	BN	US- 6,092,192 A	07-18-2000	Kanevsky, Dimitri, et al.	

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FOREIGN PATENT DOCUMENTS

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Sheet 2 of 2

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Application Number	09/785,048
Filing Date	February 15, 2001
First Named Inventor	Mark J. Pettay
Art Unit	2641
Examiner Name	Not Known
Attorney Docket Number	PAT-008

U. S. PATENT DOCUMENTS

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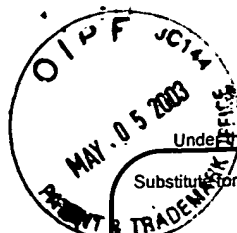
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Substituted for form 1449/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)		Complete if Known	
		Application Number	09/785,048
		Filing Date	February 15, 2001
		First Named Inventor	Mark J. Pettay
		Art Unit	2641
		Examiner Name	Not Known
Sheet 1	of 1	Attorney Docket Number	PAT-008

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NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
BQ		VoicePrint Security for Credit Cards, IBM Technical Disclosure Bulletin, February 1994, pages 189-190, volume 37, Publication Number 2B.	
BR		PriceInteractive Launches Most Reliable Anti-Slamming Service New Enhanced Third Party Verification (TM) Solutions Cut Carrier Costs By More Than Half, PR Newswire via NewsEdge Corporation, July 1, 1999.	

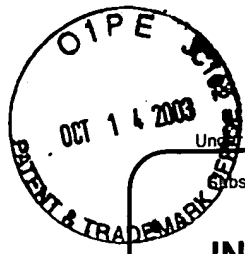
Examiner Signature	<i>[Signature]</i>	Date Considered	11/7/04
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		Number-Kind Code ² (if known)			
	BS	US- 2003/0147509 A1	08-07-2003	Steve LaVelle	<div>RECEIVED</div> <div>OCT 27 2003</div> <div>Technology Center 2600</div>
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		Country Code ³ Number ⁴ Kind Code ⁵ (if known)				

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